



Job Specification

Title: National Coordinator, Membership & Community Engagement Reports to: National Director, Membership & Community Engagement

Status: Full-time, permanent

Summary: The Family Enterprise Xchange (FEX) is a national membership-based organization for business families and their advisors. FEX is a not-for-profit organization created to support and provide family enterprises and their advisors with a unique combination of shared wisdom and experience, with leading-edge thinking and knowledge.

FEX exists to bring together and uplift enterprising Canadian families to new heights and ensure their continued success for future generations. This is achieved through local chapters across Canada — FEX connects, supports, educates and inspires our Family Enterprise community.

Role: This role supports the daily tasks and needs of the Membership & Community Engagement department, we're looking for a highly motivated individual to directly support the development, implementation and management of the FEX member experience including:

- Development and implementation of member programs and services that add value
- Expanding the size and reach of FEX member community
- Ensuring that quality and brand standards are maintained and enhanced in all membership initiatives
- Support the membership development process at the national & chapter level
- Assist in the implementation of national programming at the chapter level

Requirements: The successful candidate will be an enthusiastic, highly organized and adaptable self-starter comfortable working in a small team environment that brings a professional approach to all job responsibilities as well as:

- Keen to learn with a positive can-do attitude, flexible and willing to bring your 'A' game to everything you do!
- 3-5 years experience in a hands-on membership, program development, customer service, sales and/or administration role
- Able to juggle multiple tasks and prioritize
- Excellent communications skills including editing and writing skills
- · Post Secondary majoring in business administration, or a relevant discipline
- Proven track record of developing, maintaining customer relationships
- Proficiency with MS Office Suite, database management
- Strong attention to detail and time management skills

If this sounds like you, please send your cover letter, stating salary expectations & CV to Lorraine Bauer, National Director of Membership and Community Engagement at info@family-enterprise-xchange.com